

Buletin Perpustakaan Universiti Malaya
University of Malaya Library Bulletin



KekalAbadi

www.umlib.um.edu.my

Jil. 31 Bil. 2 Dec 2013

Vol. 31 No.2 Dec 2013

ISSN 0127-2578



: The Nucleus of Knowledge :

2013

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Perpustakaan Universiti Malaya *University of Malaya Library*
50603 Kuala Lumpur

Telefon *Telephone*

03-7956 7800

Faks *Fax*

03-7957 3661

Emel *Email*

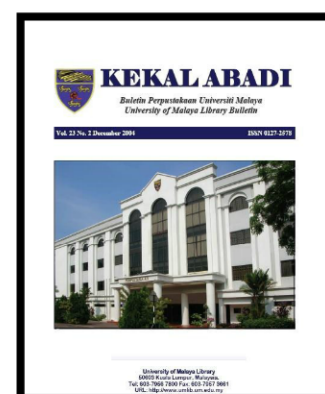
ketua_pustakawan@um.edu.my

Available online at

<http://www.umlib.um.edu.my>

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Freeing Librarians to be Librarians



Kekal Abadi was published quarterly from March 1982 (volume 1, number 1) until 1998 (volume 17). Volumes 17 (1998), 18 (1999), 24 (2005) and 25 (2006) were published as single issue volumes. Volumes 19 (2000), 23 (2004), and 26 (2007) onwards, are published twice yearly.

KEKAL ABADI

Jil.31 Bil.2 Disember 2013 *Vol.31 No.2 December 2013*

ISSN 0127-2578

KANDUNGAN *CONTENTS*

Building an Institutional Repository at the University of Malaya (Malaysia):

UM Research Repository

Mohd Faizal Hamzah, Ranita Hisham & Ilina Syazwani Musa 4

Literasi Maklumat: Penggunaan Modul E-Pembelajaran untuk Sesi Kemahiran Maklumat di Perpustakaan Universiti Malaya

Shamsiah Abu Bakar 15

Laporan/ *Report*

Relocation of the Islamic Studies Library: Our Experiences

Juhaida Abd Rahim 25

Master in Library Science at the International Islamic University of Malaysia, Gombak

Haniza Adnan 32

Master in Library Science at the International Islamic University of Malaysia, Gombak

Siti Juryiah Mohd Khalid 36

5th Qualitative and Quantitative Methods In Libraries International Conference (QQML2013), Rome

Mohd Faizal Hamzah 41

3rd Elsevier eBooks Forum 2013, Bangkok

Dr. Nor Edzan Che Nasir 42

Seminar Kepustakawanan 2013, Kota Samarahan

Dr. Nor Edzan Che Nasir 42

3rd PERPUN International Conference 2013, Pulau Pinang

Dr. Nor Edzan Che Nasir 44

Access Dunia Online Conference, Pulau Pinang

Dr. Nor Edzan Che Nasir 45

2013 iGroup Librarian Conference,

Dr. Nor Edzan Che Nasir 46

Hal Ehwal Staf *Staff Matters* 47

Pelawat *Visitors* 47

Persidangan/Bengkel/Kolokium *Conference/Workshop/Colloquium* 47

Kursus Dalam *Internal Courses* 47

***Guidelines for Contributors* 48**

Building an Institutional Repository at the University of Malaya: UM Research Repository

Mohd Faizal Hamzah, Ranita Hisham & Ilina Syazwani Musa

Abstract

The way information is stored, retrieved and displayed is now changing. Printed materials can now be retrieved in digitized format to support knowledge sharing among researchers and students. Many universities in Malaysia, especially Research Universities, are heading towards implementing digital content in their organization. Digital repositories are also one of the initiatives taken by academic libraries in Research Universities to move towards the establishment of digital libraries. Preserving records, mainly research articles, is a vital approach to increase visibility of researchers and to be on par with the initiatives from other higher ranked universities in the world. The purpose of this paper is to provide a summary of the experiences in setting up an institutional repository at the University of Malaya Library, focusing on some of the key issues that need to be considered, the teamwork involved, the choices made and the challenges faced. The University Malaya Research Repository is an open access digital archive containing details of published and unpublished research works produced by the University of Malaya staff and researchers. In supporting this project, the University of Malaya Library chose EPrints as a tool in line with the status of an established Research University in Malaysia. In conclusion, digital repositories sustain the creation of visibility among researchers and students worldwide. Access to the data is unlimited and enables researchers to communicate and network among themselves for their professional development.

Keywords: Digital repositories, Digital preservation, EPrints, Institutional repositories, University of Malaya.

Introduction

The University of Malaya is one of the leading universities in Malaysia. It was established in April 1949 in Singapore with the merger of the King Edward VII College of Medicine (founded in 1905) and the Raffles College (founded in 1928). Known as Malaysia's oldest university, the University of Malaya is situated on a 750 acre (309 hectare) campus southwest of Kuala Lumpur, the capital of Malaysia. The total number of students, including local and international students, is 26 018 students. Ghauth Jasmon was appointed as the tenth Vice-Chancellor of the University of Malaya on 8 November 2008 until now. The University of Malaya is one of five Research Universities in Malaysia.

In Malaysia, the advancement of technology, has widen knowledge sharing and open access which encourages the academic universities to produce more articles in order to increase their visibility, which will also stimulate their ranking. Strategically, most of the universities in Malaysia are moving towards the global need where Institutional Repositories (IR) play an important role in the publishing and information management fields. The growth of the number of articles in the IRs is astonishing due to the requirements of the institution's policy. Libraries are given the responsibility to manage the IRs since the library is seen as a suitable entity in propagating IRs. IRs have been recognized as a vehicle for scholarly written publications in the digital world.

Apparently, most of the institutions use the same platform in running their IRs, namely EPrints. This paper provides a summary of the Library's experiences in setting up an IR for the University of Malaya (<http://eprints.um.edu.my/>) (Figure 1). IRs are initiated to become a part of a continuous process for academic libraries to disseminate research outcomes of their institutions worldwide. It is a process of enhancing the need for knowledge sharing among the institutions and globally. There are issues that arose along the way in initiating the IR which need to be discussed and tackled in the near future.

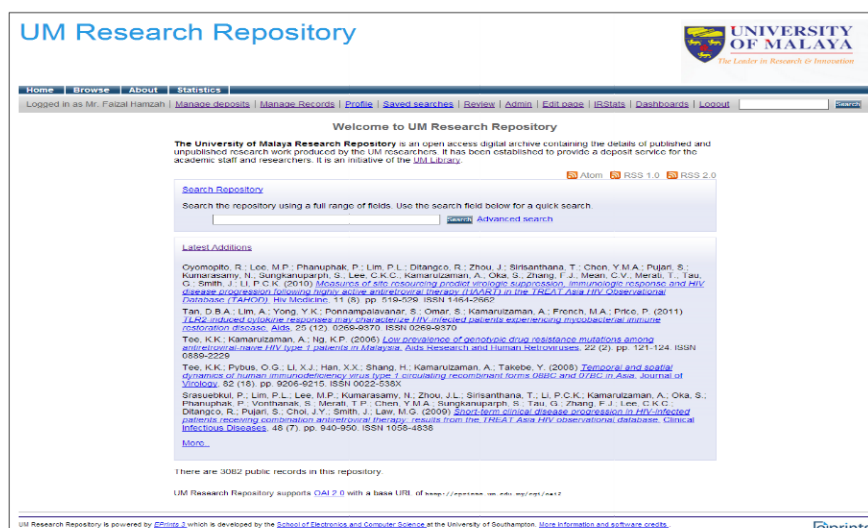


Figure 1: Front page interface of UM's IR

The University of Malaya Research Repository (UMRR) is an open access digital archive containing the details of published and unpublished research works produced by UM researchers. It is an initiative of the UML established to provide a deposit service for academic staff and researchers.

Defining an Institutional Repository

IR is not a new term in this digital age. In the education field, IR helps researchers to promote their research and creates visibility and exposure for their institutions. Lynch (2003) defined IR as "a set of services that a university offers to the members of its community for the management and dissemination of digital materials created by the institution and its community members". Wikipedia (2013) defines IR as an online locus for collecting, preserving, and disseminating - in digital form - the intellectual output of an institution, particularly a research institution. Based on observations from the QS World University Rankings, the top 100 universities in the world have their own IR. It shows that IR is a very powerful tool to showcase research and create visibility to the university. Today there are many open access platforms such as EPrints, Dspace, eScholarship repository, Omeka and many more.

Hayes (2005) defines a digital repository as a digital content where assets are stored and can be searched and retrieved for later use. Westell (2006) added that an IR is an accessible collection of scholarly work that represents the intellectual capital of the university. Perhaps, there are more descriptions of IR and Lynch, the Director of the Coalition for Networked Information as cited by Sawant (2012) defines an IR as "a set of services that a university offers to the members of its community for the management and dissemination of digital materials created by the institution

and its community members. Johnson and Nagahban's study as cited by Paul (2012), justifies that IRs play a fundamental role by incenralizing, preserving, and making accessible an institution's intellectual capital and, at the same time, they form part of a global system of distributed and interoperable repositories that provide the foundation for a new disaggregated model of scholarly publications.

Early Adoption of IR in UM

The University of Malaya Library (UML) began to set up a digital repository in 2010. Officially, UML has several digital repositories to fulfill and support the vision and mission of the university in becoming a world class ranked university. The first digital repository was established for scholarly publications of university lecturers, researchers and staff. An other IR is for the thesis and common reports collection. In the early stages of its development, the management of UML decided to place IR under the management of the Information System Division. Previous studies by many experts in IR have proven that it is important to create specific divisions to deal with IR, but in this case, this initiative is a pilot project to create visibility of the University and to store digital contents especially research output from local researchers and lecturers. Therefore, the management decided to start it from the IT division. A unit was formed to monitor the quality of the UMRR metadata, records and at the same time conduct training and do promotions to researchers, lecturers and staff. Besides that, the UMRR is supported by one technical expert in the language used in EPrints. The target for the first year of installation is to input (librarian-self archive) at least 1,000 records in UMRR. As there is no specific mandate for self-archiving at UML, the management felt that the librarians need to start the project and promote it so that the users can self archive in UMRR.

Several training sessions were conducted by the Information System Division to promote UMRR. The promotion and training focuses more on how UMRR can contribute to promote their research output. Several marketing tools were used during the training sessions such as brochures, slide presentations and hand-ons. The training and promotion started during the second year of installation. Currently UMRR has 3,141 public records (last update February 2013). The major contribution to UMRR now is via self-archiving by lecturers and research assistants.

Working with EPrints

EPrints is not a new software for IRs. According to Wikipedia (2012), EPrints is a free and open-source software package for building open access repositories that are compliant with the Open Archives Initiative Protocol for Metadata Harvesting. UML decided to use EPrints after considering the technical aspect of maintaining the IR and began using EPrints in 2010. UML now has three IRs and is currently using the EPrints 3.2.8 version. Table 1 lists the hardware and software used for UMRR.






























HARDWARE	SOFTWARE
HP Proliant	MYSQL
300 GB + 300 GB	Apache Webserver
(Raid 0 server)	Perl
Rack server	Mod_perl
VGA Cable	XML
	DOM
	RDF
	Paracite
	Fedora 15

Table 1: Hardware and software used for UMRR

UMMR is monitored by a librarian so as to control the quality of metadata and copyright. The librarian acts as the editor and releases all materials to the public after copyright clearance. UML assigned a technician to deal with the technical components of UMRR. To promote usage of UMMR, UML conducts several classes whereby participants learn how to contribute to UMRR. Special road shows headed by the Head of Information System Division, are organized for faculty members and students. These road shows also promote awareness of open access to the University community.

There are 3,141 public records in UMRR. Each year a target number of public records is determined to ensure development of UMRR. The biggest collection currently in UMRR is from the medical discipline with 2,082 records. Table 2 shows the top country accessing UMRR for the last few years since its installation. The total downloads recorded is 39,429 articles worldwide since 2010. Based on the list of countries, there are more than 50 countries accessing UMRR and this shows that the outreach of the IR is wide and UMMR does help researchers promote their research output.

Table 2: Top country accessing UMRR (last update 19 March 2013)

Top Countries					
Flag	Country	Downloads	Flag	Country	Downloads
	Malaysia	49978		Thailand	510
	Unknown	8254		Philippines	451
	United States	6335		Iran, Islamic Republic of	448
	Indonesia	3604		Taiwan, Province of China	418
	India	2850		Pakistan	328
	Korea, Republic of	2595		Canada	317
	Japan	1805		Nigeria	217
	Germany	1159		Brazil	184
	United Kingdom	1036		Russian Federation	167
	China	843		Saudi Arabia	166
	France	775		Turkey	158
	Australia	641		Netherlands	154
	Singapore	637		Sweden	144
	Brunei Darussalam	531		Ethiopia	140
	Egypt	523		South Africa	132

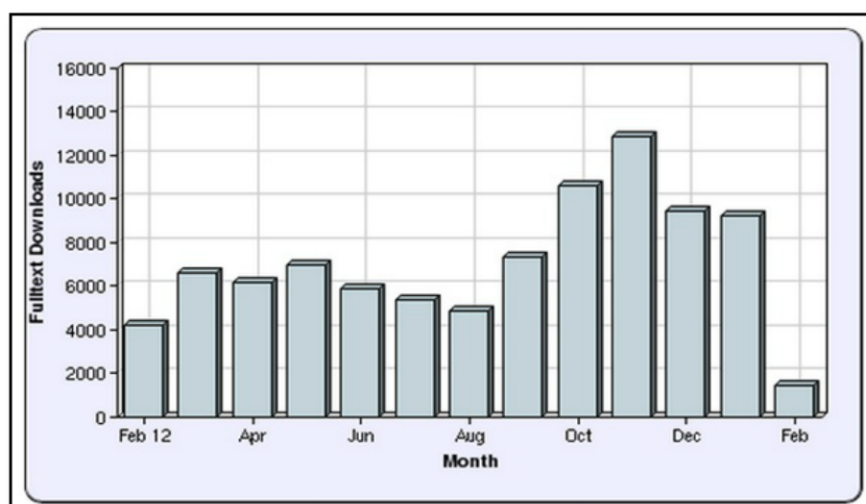


Figure 2: Total download from February 2012 to 6 February 2013 (last update 6 February 2013)

Figure 3 shows the graph of total downloads for the past 12 months from February 2012 to February 2013. The average total downloads is more than 4,000 monthly. The graph shows that UMMR does help lecturers and researchers to promote their research output. This can be a key indicator to measure the success of UMMR throughout the year. Table 3 shows the top five downloaded articles from UMMR. Based on the list, the top five articles downloaded are from social science, even though the medical discipline has the highest number of articles deposited. This shows that UMMR can be a platform to promote research output for the social science disciplines worldwide.

Table 3: Top five downloaded articles from UMMR
(last update 6 February 2013)

No	EPrints	Fulltext Downloads
1.	Nor, M.R.M. (2010) <i>Sejarah kejatuhan Palestin dan kewujudan Israel</i> . In: Baitul Maqdis: Sejarah Kejatuhan Palestin dan Kewujudan Israel. Persatuan Ulama Malaysia, Shah Alam, Selangor, 37-50.	3816
2.	Azmi, I.A.G. (2005). Kepuasan kerja: Kajian di kalangan pensyarah di Akademi Pengajian Islam dan Fakulti Bahasa dan Linguistik Universiti Malaya. <i>Jurnal Syariah</i> , 13 (2). 112-124.	3678
3.	Wan Sabri & Wan Hussin. (2005). Mengurus perniagaan melalui etika : Satu perspektif pembangunan usahawan yang berjaya. In: Seminar keusahawanan islam peringkat kebangsaan 2005, 6 Sept 2005. (Unpublished)	3645
4.	Buang, Z. (1985). <i>Strukturalisme : Kajian kes linguistik</i> . In: Seminar Ijazah Tinggi Jabatan Pengajian Melayu Universiti Malaya, 1986, Universiti Malaya, Jbt. Pengajian Melayu.	2915
5.	Ab Ghani, Ab. Mumin & Sarif, Suhaili. (2005). Penerapan budaya keusahawanan dalam masyarakat Islam. In: Seminar keusahawanan islam peringkat kebangsaan 2005. (Unpublished)	2440

IR Supports Knowledge Sharing Among Researchers and Students

Over several years, libraries have witnessed enormous developments in ICT, which has changed trends in publication of information as well as in their storage. Many academic libraries took the effort to preserve and facilitate access to knowledge through the creation of IRs.

As a result from the increasing number of electronic and digital resources, Rowlands (2007) reports that researchers appear to read more primary journal materials from a wider range of sources than before. In an academic environment, the transition from a traditional pattern of research to a primarily digital workflow has occurred in recent years (Rowlands, 2007). Meanwhile, Borrego and Ollé (2010) conducted a qualitative study of the impact of electronic journals on the information behavior of academic researchers at Catalan universities. The authors noted that issues with the electronic accessibility of journals mean that researchers now make fewer library visits. In addition, web browsing and table of contents (TOC) and e-mail alerts are replacing physical browsing and searching is a very popular option for keeping up-to-date with developments.

On the other hand, in India, Madhusudhan (2010) studied the use of e-resources by 60 research scholars from Kurukshetra University, Kurukshetra. The study concluded that electronic resources have become an integral part of the information needs of research scholars at the university. Madhusudhan (2010) suggests that e-resources can be good substitutes for conventional resources if more computer terminals are installed to provide fast access to e-resources to the users.

According to Mulligan and Mabe (2011), the majority of researchers submit their manuscripts online. Meanwhile, most reviewers log-on to review other researchers rather than wait for it to arrive by post. They claimed that this behavior will likely continue to change as the researchers continue to make more use of technology, such as accessing their colleagues' work from home or office. Rumsey (2006) adds that the academicians or the researchers may re-use their own publication for a number of purposes, for example, teaching. In this way, their students are able to access and retrieve the learning materials easily. IRs can also be a means of publicizing the quality of research generated by academics which may attract funding bodies and sponsors to support the continuous research of the universities (Rumsey, 2006).

Research outputs are considered the intellectual property of those who produced the research activity and therefore, they are the result of the knowledge creation process. In 2006, eight UGC-funded (University Grants Committee) higher educational institutions in Hong Kong produced 23,977 items of research output, including 2,064 books and book chapters; 7,953 journal publications; 8,170 conference papers; 1,026 creative and literary works, consulting reports and case studies; 165 patents, agreements, assignments and companies; and 4,598 other items. Of these research output, a total of 17,155 or 72% were refereed academic research. When scholarly works are published and made available through printed or electronic formats, they can be shared and transferred. These published works play an essential role in global knowledge development. For Hong Kong's indigenous development published through reports and case studies, they may not get into the published markets and would not be accessible if open access such as IR was not provided (Chan, 2009).

However, knowledge sharing through IRs and the accessibility of the research publications has not been fully embraced by many top universities in Asia. Abrizah, Noorhidawati and Kiran (2010) claimed that this is due to the lack of awareness on the part of authors regarding the rights associated with author self-archiving of published articles, or lack of a clear institutional policy from the university management, or the lack of academic libraries' role to establish policy, promote usage and recruit content for their established IRs. In UM, before the UMRR is developed, UML also has a systems to store research outputs and student theses, but it is not systematic and well maintained.

Therefore, UMRR was created to centralize all the research outputs from two academies, twelve faculties, five centres and six institutes in UM into one repository. Thus, the accessibility of the research outputs are more convenient and efficient.

Copyright Issues

Copyright is one of the biggest concerns in UMRR. UMRR preserves digital versions of scholarly articles published by UM researchers, lecturers and staff. The copyright of each article contributed to UMRR will be studied before it is released by the editor in UMRR. There are several steps involved in defining the copyright of an article in UMRR. SHERPA RoMEO is used to study the copyright of publication; publisher copyright policies and self-archiving. RoMEO is part of SHERPA Services based at the University of Nottingham. RoMEO has collaborative relationships with many international partners, who contributed time and effort to developing and maintaining the service and the current RoMEO development is funded by JISC. Past funders have included JISC, the Wellcome Trust and RLUK (Sherpa, 2013). Some of the articles are protected by copyright of the publisher. By referring to RoMEO, the editor of UMRR will study the color scheme provided by RoMEO. However, not all publications are register to RoMEO and most of Malaysian journals do not subscribe to and are not exposed to the RoMEO service to protect their copyright. In this case, the editor will study the copyright from the publisher's page from the Internet and most of the publications will not be released to the public. Figure 3 shows the workflow of the implementation of UMRR.

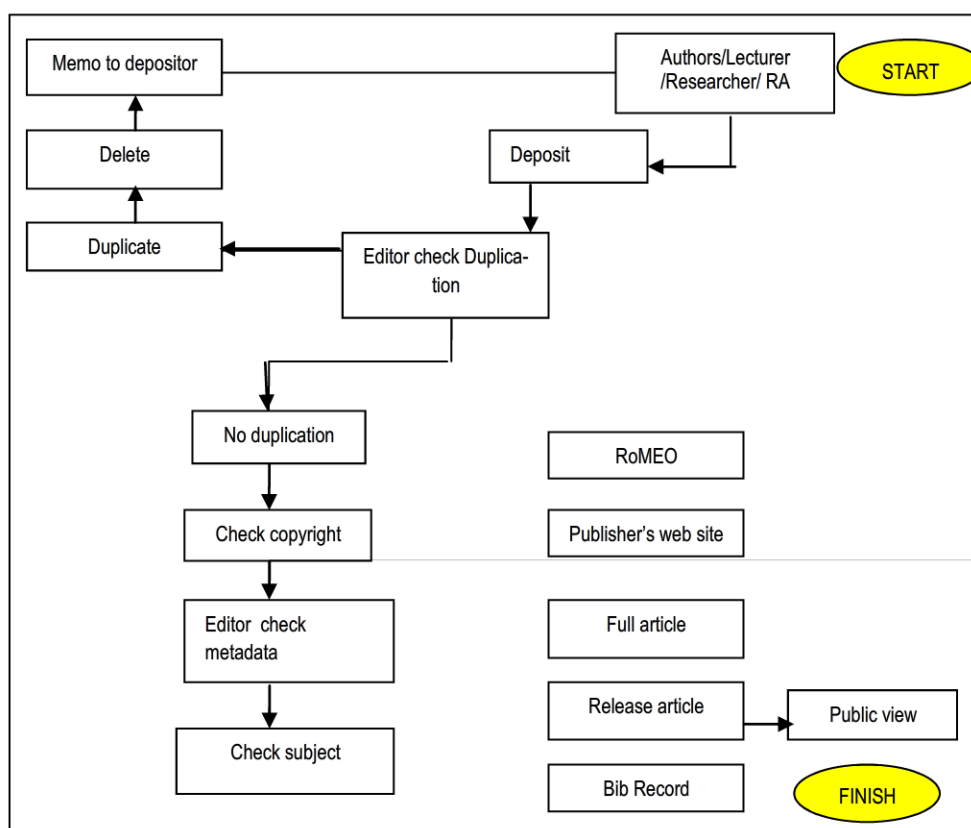


Figure 4: Workflow of the implementation of UMRR

Sustainability and the Future

Generally, in Malaysia, there is no specific guideline for the development of IRs in universities and institutions. Most of the universities are doing their own research in developing IRs based on their own studies and observations. Even though there is a Special Interest Group (SIG) that discusses about digital repository, there is no Standard Operating Procedure (SOP) in developing IRs. There are a lot of issues in IRs such as writing up policies, person-in-charge, basic qualifications and copyright. Measures should be taken to set up a study to determine the success of IRs in Malaysia. Return on Investment (ROI) is one of the major concerns for many organizations when investing in IR development.

It is important to measure the effectiveness of IRs in UMRR through success indicators. One or more success indicators will guide the organization to predict outcomes of the project. As a result, the organization can calculate the ROI or cost-benefit of the IR, based on observations of success indicators. Proper IR development among librarians, especially in an academic library, need to be promoted aggressively. Research shows that there are a lot of advantages of measuring success indicators. Benchmarking and research will help in measuring the IRs.

Most of the IR development in Malaysia is still in its early stage. since IR in Malaysia is still new compared to those in developing countries. There are several issues to be discussed related to IR such as person in-charge, qualification, software/hardware, policies, mandate, copyright and others. This study can be a guideline to other researchers who wish to study further these issues.

The Advantages of Implementing an Institutional Repository

Generally, studies on IR is not a new thing. There are many studies conducted to analyze the pros and cons of the implementation of an IR. Experts around the world noted that digital repository helps researchers to promote their research and at the same times creates visibility to the university or institution. There are many advantages in developing an IRs in an organization especially in universities. Yeates (2003) stated that IRs can act as an expansion of the range of knowledge that can be shared and also opportunities to simplify and extend dissemination. Harnad (2012) added that the visibility, usage and impact of researchers' own findings increases with OA, as does their power to find access and use the findings of others. Universities co-benefit from their researchers' increased impact, which also increases the ROI of the founders of the research, such as governments, charitable foundations, and the tax-paying public. Crow (2006) justified that while IR centralize, preserve, and make accessible an institution's intellectual capital, at the same time they will form part of a global system of distributed, interoperable repositories that provides the foundation for a new disaggregated model of scholarly publishing. According to the Open Access Scholarly Information Source Book (2010), open access benefits researchers, institutions, nations and society as a whole. For researchers, it brings increased visibility, usage and impact for their work. Institutions enjoy the same benefits in aggregated form. The rationale for universities and colleges implementing institutional repositories rest on two interrelated propositions namely one that supports a broad, pan-institutional effort and another that offers direct and immediate benefits to each institution that implements a repository (Johnson, 2002).

It is important for an institution to have a high reputation and indeed a high profile of IR may support all the marketing activities to attract more internationally and locally credible staff, students and raise more funds. Moreover, when there is high visibility of research articles, there are many factors that will influence others to join the institution and it would boost the ranking to a higher level. The main idea for consideration is that the institutions may require to brand and increase the visibility of its research papers to the public. It will consequently move towards getting the attention of the public researchers to frequently refer to the institutions for their needs. Furthermore, the benefits of implementing an IR is to preserve the research which has been done in order to have higher quality of outcomes and publications.

Hence, when the institutions are dealing with millions of publications there is a need for a classifying mechanism. IR enables mechanisms for dealing with different types and versions of publications. For retrieval purposes, it has to create a mechanism which allows the publishing and retrieval process by the end user easy and manageable. This is supported by results from a study conducted in India by Shampa (2012) which states that IR as a rich reservoir of institutional academic intellectual output and captures and preserves the intellectual output of the institution for a long time.

Conclusion

In this digital age, library services have transformed from mere repositories of knowledge to global gateways to organised resources. The purpose of this paper is to explore some of the issues associated with the development of an IR and to offer some insight into the impact of a repository on the visibility of published research.

Since the development of IRs in Malaysia is at its infancy, there are some issues which are encountered by the institutions. Despite being considered as an Internet-savvy country, libraries in Malaysia face numerous issues. The most problematic is lack of IT personnel, budget and digital library initiatives (Norasiah, 2011). Apart from that, lack of IT training for the staff to maintain database management systems, operating systems and content management are also of concern. These skills and competences are needed in order to serve digital services to the users efficiently and effectively (Norasiah, 2011).

Abrizah, Noorhidawati and Kiran (2010) reported that UM needs to promote the IR in order to reflect accurately its research activities. Even though UM was ranked 42 in Asia, but in 2010 it was at 372 in the Ranking Web of World Repositories (RWWR), way below universities such as Doshisha and Shinshu (Japan), National Chengchi (Taiwan) and Xiamen (China). At that time, UMRR only had 824 documents. Currently, UMRR has moved forward and 3,377 documents have been deposited.

Kamraninia and Abrizah (2010) suggest that providing training sessions, and speaking at department and faculty meetings, are the most significant ways for promoting IRs. Meanwhile, publishing information in newsletters or other local publication is the infrequent way of marketing of an IR to faculties and scholars (Kamraninia & Abrizah, 2010). UM librarians have been doing such programmes and activities, such as by inviting the researchers to listen to the opportunities and benefits that they will gain through the IRs provided by the Library. Most of the institutions in Malaysia are competing with each other to raise their content in IRs since it is one of the factor that would affect the institution's position in the ranking. As long as the primary reason has been achieved, it shows that the platform of the institutions are strong enough to compete with Asian countries for world ranking and sharing in open access is a compulsory need.

Therefore, researchers need to be involved in self-archiving and all parties have to play their role in order to generate the visibility of publications in their IRs. In the next few years, we hope that UMRR can be fully utilised by the UM community and researchers worldwide.

Note: The authors wish to thank the Information System Division, University of Malaya Library.

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Literasi Maklumat: Penggunaan Modul E-Pembelajaran untuk Sesi Kemahiran Maklumat di Perpustakaan Universiti Malaya

Shamsiah Abu Bakar

Abstract

The University of Malaya Library has taken the intellectual initiative to ensure that the campus community could get exposure to information literacy through the Information Skills Session that was introduced in 2002. The Information Skills Session is a session that equips users with the usage of the EndNote software, Turnitin software, information searching in UM Pendeta WebPAC and UM Online Databases. Every session will be facilitated by a librarian with a maximum of 15 users in a computer laboratory with Internet access since each session requires hands-on. This approach is not only through sessions that are setup every week, but also involves the Research Methodology sessions conducted at the Faculty, sessions for researchers, research assistants, lecturers and postgraduate students. This session is heavily promoted through the Library website, liaison librarians and Karnival Jom Masuk UM. With the advancement of technology, the University of Malaya stepped up in teaching Information Skills with the use of an e-learning platform known as SPECTRUM. SPECTRUM is an e-learning platform that enables announcements, slides, notes, forum, video, training and evaluation forms to be accessed by users online. Users are able to access the slides and notes provided in SPECTRUM to better understand all the sessions conducted. Findings from the evaluation forms for 2012 showed that users were satisfied with every session conducted. User education via information literacy on the e-learning platform at the University of Malaya can be enhanced through online tutorials of several databases with specific subjects and it is a medium of communication between users and the librarians. This platform can be the focal point for lecturers, postgraduate students and researchers and act as guidance and reference for them to produce quality research in order to achieve the mission and vision of UM aligned with Vision 2020.

KEYWORDS: User education; Information literacy; Information skill session; E-learning; Library promotion.

Abstrak

Perpustakaan Universiti Malaya telah mengambil inisiatif secara intelek bagi memastikan warga kampus mendapat pendedahan literasi maklumat melalui Sesi Kemahiran Maklumat yang telah diperkenalkan pada tahun 2002. Sesi Kemahiran Maklumat ini ialah kemahiran menggunakan perisian EndNote, perisian Turnitin, pencarian maklumat di Pendeta WebPAC dan Pangkalan Data Dalam Talian UM. Setiap sesi dikendalikan oleh pustakawan yang menempatkan maksimum 15 orang pengguna dan penggunaan makmal komputer dengan akses Internet kerana setiap sesi memerlukan *hands-on*. Pendekatan ini bukan sahaja melalui sesi yang telah dirancang setiap minggu tetapi juga terlibat dalam sesi Metodologi Penyelidikan yang dijalankan di peringkat fakulti iaitu sesi kepada penyelidik, pembantu penyelidik, pensyarah dan pelajar pascasiswazah. Promosi sesi dijalankan melalui laman sesawang perpustakaan, pustakawan penghubung dan Karnival Jom Masuk UM. Dengan perkembangan teknologi, pengajaran kemahiran maklumat di Universiti Malaya telah melangkah ke hadapan apabila dipermudahkan lagi dengan penggunaan platform e-pembelajaran iaitu SPECTRUM. SPECTRUM sebagai platform e-pembelajaran membolehkan pengumuman, slaid, nota, forum, video, latihan dan borang penilaian diakses oleh pengguna secara atas talian. Ini membolehkan pengguna mengakses slaid dan nota yang telah disediakan di SPECTRUM untuk lebih memahami semua sesi yang telah dijalankan. Berpanduan borang penilaian bagi tahun 2012, didapati keseluruhan pengguna berpuashati dengan setiap

sesi yang dijalankan. Pendidikan pengguna melalui literasi maklumat di platform e-pembelajaran di Universiti Malaya dapat dipertingkatkan lagi menerusi tutorial dalam talian kepada beberapa pangkalan data dalam bidang tertentu dan merupakan media komunikasi di antara pengguna dengan pustakawan. Platform ini dapat menjadi titik tumpuan pensyarah, pelajar pascasiswazah dan penyelidik dalam mendapatkan panduan dan rujukan bagi menghasilkan penyelidikan bermutu untuk mencapai misi dan visi UM dalam menuju Wawasan 2020.

KATA KUNCI: Pendidikan pengguna; Literasi maklumat; Sesi kemahiran maklumat; e-pembelajaran; Promosi perpustakaan.

Pengenalan

Wawasan 2020 ialah wawasan kerajaan yang bertujuan untuk menaikkan Malaysia menjadi sebuah negara perindustrian dan negara maju sepenuhnya menjelang tahun 2020. Dalam mewujudkan masyarakat saintifik dan progresif yang mempunyai daya perubahan tinggi dan berpandangan ke depan dan bukan sahaja menjadi pengguna teknologi tetapi juga penyumbang kepada tamadun sains dan teknologi masa depan, universiti di Malaysia berperanan sebagai institusi pengajian tinggi yang dapat melahirkan graduan yang berpengetahuan dan seimbang dengan penekanan kepada teknologi untuk pembelajaran sepanjang hayat. Institusi pendidikan pengajian tinggi dapat melahirkan graduan yang efektif dalam menyelesaikan masalah, mengimplementasikan logik, kritikal dan kreatif dalam pemikiran untuk pelbagai masalah dan boleh berdikari serta bekerjasama dengan sesiapa sahaja. Kualiti ini dipanggil celik maklumat. Untuk memenuhi keperluan ini, pustakawan telah menghasilkan istilah literasi maklumat atau kemahiran maklumat dalam menghadapi cabaran zaman maklumat atau ledakan maklumat masa kini.

Menurut American Library Association (2000), seseorang yang celik maklumat berkebolehan untuk mengenalpasti, mengakses, menilai dan menggunakan dengan cara yang efektif maklumat yang diperlukan. Literasi maklumat bukanlah senario baru bagi universiti di Malaysia kerana memberi kemahiran mencari maklumat secara berkesan telah menjadi teras kepada bidang kepustakawanan. Universiti di Malaysia telah mengambil pendekatan pelbagai cara untuk mendidik pengguna melalui program Haluan Siswa Perpustakaan, pencarian maklumat dan dapatan semula maklumat.

Literasi Maklumat di Universiti di Malaysia

Pada masa kini, perpustakaan akademik telah menjadi institusi pendidikan penting dalam program pencarian maklumat di Malaysia. Pendidikan pengguna telah menjadi lebih khusus dan komprehensif, di mana pelajar bukan sahaja diajar kemahiran mendapatkan dan menggunakan maklumat, tetapi juga untuk menilai kualiti, kebolehpercayaan, kesahihan dan keaslian maklumat. Dengan adanya teknologi, literasi maklumat atau kemahiran maklumat telah menjadi lebih menarik di kalangan pustakawan kerana mereka terlibat secara langsung dalam kemahiran teknologi dan kemahiran pengurusan maklumat secara atas talian.

Sesi Kemahiran Maklumat adalah sesi yang amat penting bagi para akademik, penyelidik, pembantu penyelidik dan pelajar pascasiswazah kerana mereka terlibat secara langsung dalam pencarian maklumat untuk menghasilkan penyelidikan yang bermutu. Jika ditinjau perpustakaan akademik di Malaysia, penekanan dan konsep pencarian maklumat adalah sama untuk pengguna, iaitu di Universiti Kebangsaan Malaysia (UKM) yang dibahagikan kepada empat modul iaitu modul pertama ialah Orientasi Perpustakaan, Lawatan ke Perpustakaan, OPAC dan Pangkalan Data Atas

Talian. Modul kedua ialah Bengkel Kemahiran Maklumat (OPAC, Pangkalan Data dan Internet) selama satu jam. Modul ketiga ialah Bengkel Kemahiran Maklumat mengikut bidang perkara iaitu Sains Sosial; Ekonomi dan Pentadbiran; Sains dan Teknologi; Pendidikan; Kejuruteraan; Pendidikan Islam; Perundangan dan Perubatan selama dua jam. Modul keempat ialah Bengkel Penyelidikan Perpustakaan selama dua jam atas permintaan pihak fakulti. Bagi Universiti Teknologi MARA (UiTM) pula, orientasi perpustakaan untuk semua pelajar dijalankan selama satu hingga dua jam merangkumi penerangan mengenai OPAC, pangkalan data dan lawatan ke perpustakaan. Kelas hari Sabtu juga dikendalikan oleh pustakawan berdasarkan permintaan dari fakulti dan pelajar. Universiti Islam Antarabangsa Malaysia (UIAM), mengendalikan Sesi Kemahiran Maklumat peringkat lanjutan untuk pelajar pascasiswazah selama dua jam. Begitu juga dengan Universiti Putra Malaysia (UPM) yang menawarkan Sesi Kemahiran Maklumat dan Orientasi Perpustakaan untuk pelajar pascasiswazah selama dua jam bagi setiap sesi.

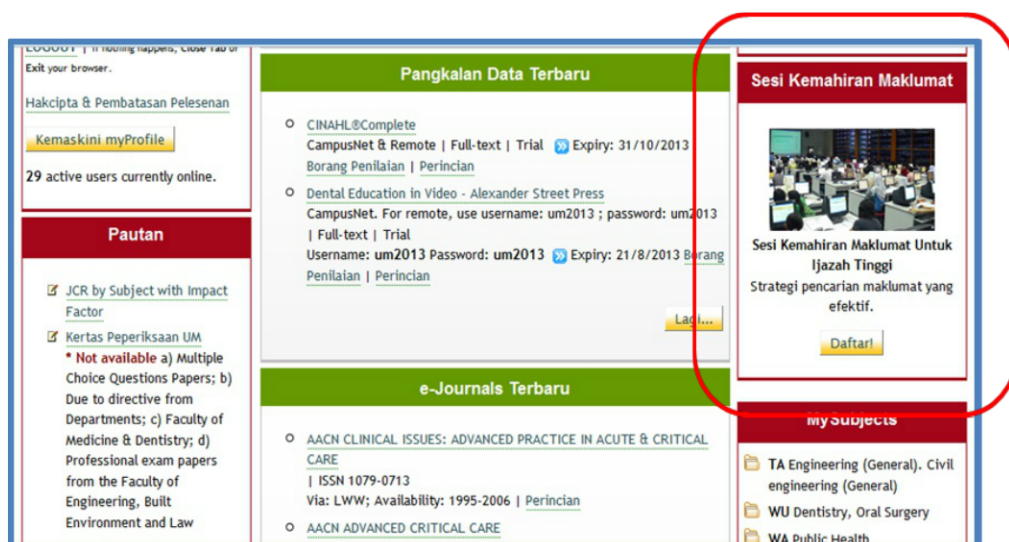
Literasi Maklumat di Perpustakaan Universiti Malaya

Di Perpustakaan Universiti Malaya (PUM), Sesi Kemahiran Maklumat ini telah dimulakan pada tahun 2002 untuk para akademik, penyelidik, pembantu penyelidik dan pelajar pascasiswazah. Sesi ini dibahagikan kepada tiga modul iaitu modul pertama ialah modul penerangan perisian EndNote dan perisian Turnitin, modul kedua ialah penerangan mengenai katalog perpustakaan Pendeta WebPAC dan modul ketiga ialah penerangan mengenai pangkalan data dalam talian yang dilanggan oleh PUM. Ketiga-tiga modul ini diadakan setiap minggu iaitu modul pertama pada setiap Selasa selama empat jam. Modul kedua berlangsung pada setiap hari Rabu iaitu selama dua jam dan modul ketiga setiap hari Jumaat selama dua jam. Setiap sesi dikendalikan oleh pustakawan di Bahagian Kemahiran Maklumat yang menempatkan maksimum 15 orang pengguna dan penggunaan makmal komputer dengan akses Internet kerana setiap sesi memerlukan *hands-on* atau latih-tubi.

Sejak tahun 2002, seramai 15,018 pengguna telah mengikuti sesi ini dan merupakan penyumbang kepada perkembangan celik maklumat di Malaysia. Pendekatan kepada pengguna bukan hanya tertumpu kepada modul yang telah dijadualkan sahaja tetapi pendekatan lain seperti modul metodologi penyelidikan yang dijalankan di peringkat fakulti, iaitu sesi atau bengkel yang dijalankan selama tiga jam yang merangkumi pencarian sumber maklumat di Pendeta WebPAC, pangkalan data atas talian dan sumber Internet untuk bidang perkara yang diajar di fakulti. Selain daripada itu, penekanan mengenai strategi pencarian dan penilaian sumber maklumat di Internet juga diberi keutamaan. Modul metodologi penyelidikan juga menekankan kepada perisian EndNote bagi menghasilkan sumber rujukan yang betul dan tepat. Selain itu pensyarah baru juga diminta menghadiri bengkel *roadshow* yang memberi pendedahan kepada Pendeta WebPAC, perkhidmatan perpustakaan, kemudahan perpustakaan dan pangkalan data atas talian yang berlangsung selama tiga jam. Sesi kedua ialah pendedahan mengenai perisian EndNote bagi penghasilan sitasi yang baik.

Pendaftaran sesi adalah melalui laman sesawang perpustakaan di mana pelajar boleh membuat pendaftaran sendiri di portal perpustakaan dan jika tarikh dan masa tersebut penuh, pelajar tidak dibenarkan membuat pendaftaran pada tarikh tersebut. Mereka perlu membuat pendaftaran untuk tarikh lain. Promosi tentang perpustakaan bukan sahaja melalui laman sesawang perpustakaan tetapi juga melibatkan pustakawan penghubung di fakulti yang menjadi pengantara di antara pengguna dan pustakawan. Maklumat terkini disebarkan melalui mesyuarat yang dikendalikan oleh fakulti, senarai emel staf dan pelajar serta melalui pensyarah penghubung

yang dilantik oleh fakulti. Di Karnival Jom Masuk UM yang berlangsung dari tahun 2010, PUM turut terlibat dalam mempromosi Sesi Kemahiran Maklumat kepada bakal pelajar yang mengikuti program pascasiswazah di UM melalui pameran. PUM turut terlibat dalam sesi kemasukan pelajar baru pascasiswazah di UM dan satu pameran diadakan bagi memperkenalkan perkhidmatan celik maklumat yang dikendalikan oleh pustakawan kepada pelajar baru. Pada masa yang sama Ketua Pustakawan akan mengadakan sesi dialog bersama pelajar pascasiswazah baru bagi memperkenalkan perpustakaan.



Rajah 1: Pendaftaran Sesi Kemahiran Maklumat di Portal PUM

Perkembangan teknologi telah membawa era baru dalam dunia kepustakawanan di mana teknologi membolehkan pencarian maklumat dipermudahkan lagi dengan semua pencarian dan penyimpanan data dapat dilaksanakan secara atas talian. Penggunaan teknologi untuk pencarian maklumat seperti katalog perpustakaan secara atas talian, pangkalan data atas talian yang dilanggan, pangkalan data secara akses terbuka dan Internet merupakan kemahiran celik maklumat yang diterapkan ke dalam dunia teknologi di Malaysia. Ini merupakan cabaran bagi pustakawan dalam menyebarkan maklumat secara lebih berkesan di mana pelajar boleh berdikari dalam mencari maklumat. Platform e-pembelajaran dalam dunia pendidikan tidak asing lagi bagi universiti di Malaysia dan seluruh dunia.



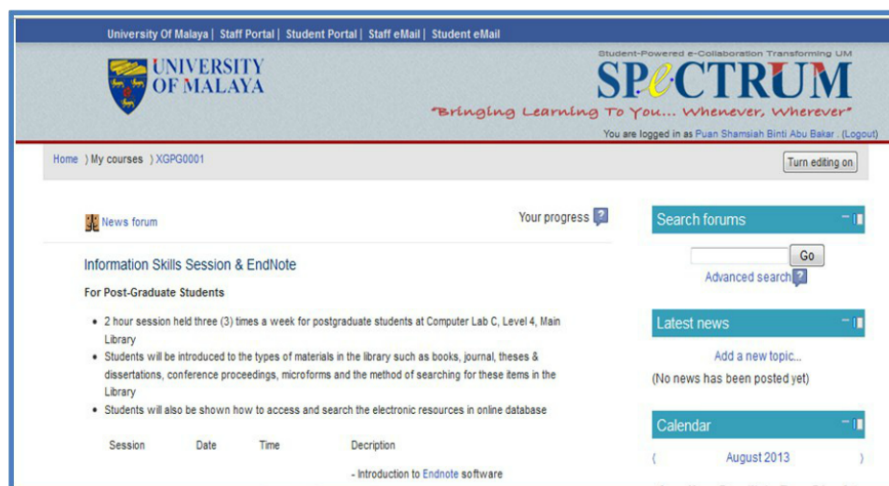
Rajah 2: SPECTRUM (<http://spectrum.um.edu.my>)

Sesi Kemahiran Maklumat di UM telah mengambil langkah proaktif dengan menggunakan platform e-pembelajaran untuk berkomunikasi dengan pengguna. Dengan adanya SPECTRUM, maklumat seperti pengumuman, nota, dokumen, forum, trek pembelajaran, rujukan pautan, berita dan borang penilaian, latihan, kuiz, video dan sebagainya dapat disampaikan dan dikemaskini serta dikongsi bersama. Pengumuman tentang kandungan sesi, kelas, tarikh dan sebagainya dapat diakses terus oleh pengguna. Slaid nota bagi perisian EndNote, Turnitin, Metodologi Penyelidikan dan sebagainya boleh diakses sebagai dokumen. Forum dan kumpulan dapat diakses oleh pengguna secara terus dan maklumbalas dapat dilakukan secara atas talian. Semua slaid dan nota dapat diakses secara atas talian dan ini dapat menjimatkan kos salinan nota dan dapat mewujudkan *paperless society* di UM. SPECTRUM juga dapat menjana laporan borang penilaian yang telah diisi oleh pengguna dan ini memudahkan proses analisa data. Beberapa panduan dalam bentuk YouTube juga disediakan seperti strategi pencarian, sejarah Internet dan penilaian bahan di Internet untuk memudahkan pengguna memahami sesuatu topik dengan lebih berkesan. Brosur mengenai pangkalan data mengikut bidang perkara, pencarian bahan di portal PUM, penggunaan Pendeta WebPAC juga disediakan bagi tujuan pencarian bahan sendiri secara atas talian.

Dengan ini SPECTRUM merupakan sumber rujukan utama pengguna dalam memahami sesi yang diadakan, maklumat tambahan bagi bidang perkara pengguna, pautan kepada sumber maklumat, maklumat terkini dan perbincangan terkini di antara pengguna dengan pustakawan.



Rajah 3: Kod kursus dan antaramuka untuk Sesi Kemahiran Maklumat



Rajah 4: Kandungan Sesi Kemahiran Maklumat



Rajah 5: Slaid, brosur, panduan untuk Sesi Kemahiran Maklumat

Untuk sesi kemahiran perisian EndNote, pengguna didedahkan dengan pencarian sitasi bahan di pangkalan data *Online Search* di EndNote, pangkalan data PUM dan Google Scholar (Internet). Ianya dimuatnaik pula di MS Word bagi menghasilkan sitasi yang sistematik. Perisian Turnitin diperkenalkan kepada pengguna bagi membolehkan pengguna mengetahui tahap peratusan plagiat yang mereka lakukan.

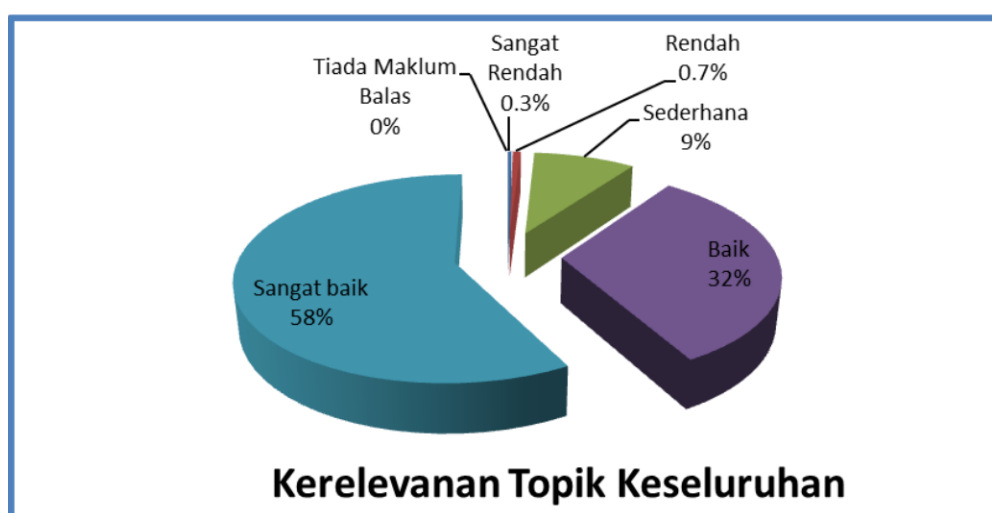
Bagi sesi Pendeta WebPAC, pengguna didedahkan kepada Katalog Perpustakaan iaitu penerangan mengenai bahan yang boleh diakses dari Pendeta WebPAC seperti buku, bab buku, jurnal, bahan AV dan sebagainya. Ianya termasuk pendedahan kepada katalog iMalaysiana yang merangkumi tiga jenis bahan yang berkaitan dengan Malaysia iaitu bab buku, jurnal dan kertas persidangan. Pengguna juga didedahkan dengan pelbagai sumber luar seperti Digital@UM dan MyUniNet. Pendedahan ini penting bagi pengguna mendapatkan sumber maklumat lain yang penting untuk penyelidikan mereka seperti Repositori UM, Repositori Pelajar UM, EJUM dan lain-lain. Di MyUniNet, pengguna dapat mengakses OPAC, koleksi tesis dan koleksi jurnal universiti di bawah PERPUN.

Bagi sesi pangkalan data dalam talian yang dilanggan oleh Perpustakaan UM, pengguna dapat mengakses pelbagai sumber maklumat dalam bentuk teks penuh. Pengajaran menjurus kepada bidang perkara pengguna dengan pemilihan pangkalan data yang betul dalam membuat pencarian bahan. Pengguna juga didedahkan dengan pangkalan data Web of Science yang merupakan pangkalan data yang menekankan kepada analisa data untuk mengakses penarafan jurnal dan artikel berdasarkan bidang perkara.

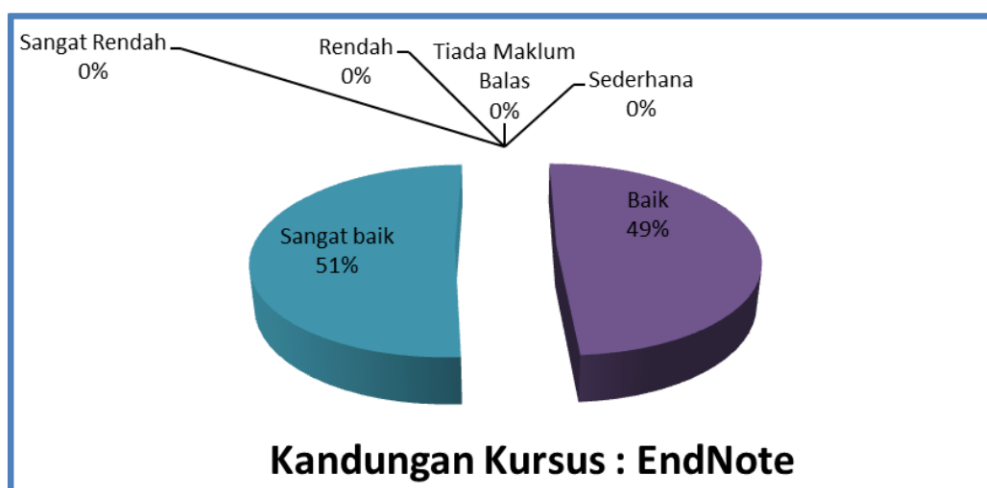
Sesi Metodologi Penyelidikan lebih menjurus kepada keperluan pengguna mengikut bidang pengajian. Sesi ini dibahagikan kepada proses strategi pencarian maklumat yang baik, pencarian maklumat di sumber WebPAC, pangkalan data dalam talian, Internet dan penilaian bahan yang diperolehi untuk digunakan dalam penyelidikan pengguna. Sesi ini lebih spesifik dan pelbagai soalan dikemukakan kepada pustakawan untuk membantu pengguna mengenai strategi pencarian yang patut digunakan.

Penilaian Sesi Kemahiran Maklumat di PUM

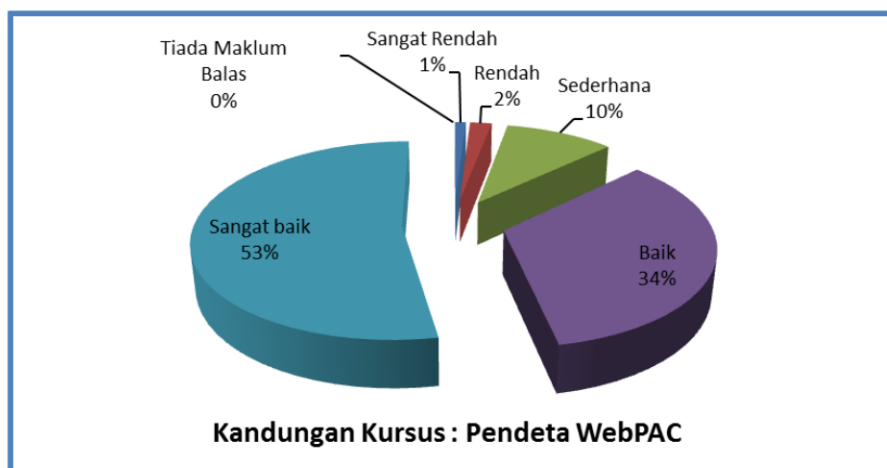
Di setiap sesi yang dihadiri oleh pengguna, mereka diminta untuk mengisi borang penilaian. Tujuan borang penilaian ini adalah untuk menilai keberkesanan sesi dan penyediaan untuk laporan pihak pengurusan PUM bagi proses penambahbaikan sesi. Bagi keseluruhan sesi, pengguna sangat berpuas hati dengan setiap sesi yang dihadiri seperti yang dilaporkan dalam laporan sesi tahun 2012. Sebanyak 58% menyatakan sesi ini “sangat baik” dan 32% menyatakan “baik” dan hanya 10% sahaja menyatakan “sederhana”, “rendah” dan “sangat rendah”. Jika dipecahkan bagi setiap sesi, statistik menunjukkan bahawa “sangat baik” dan “baik” mendapat peratusan yang tinggi iaitu bagi Sesi Perisian EndNote, “sangat baik” 51% dan “baik” 49%. Ini jelas bahawa sesi EndNote memberi impak yang besar kepada pengguna dalam menghasilkan sitasi yang baik. Bagi sesi penerangan Pendeta WebPAC “sangat baik” 34% dan “baik” 53% dan hanya 10% “sederhana”, 2% “rendah” dan 1% “sangat rendah” iaitu 87% bersetuju bahawa sesi ini terbaik. Begitu juga bagi peratusan pencarian maklumat di pangkalan data dalam talian iaitu 80.2% untuk “baik” dan “sangat baik” dan hanya 19.8% yang menyatakan “sederhana”, “rendah” dan “sangat rendah”. Hasil statistik ini jelas menunjukkan bahawa pengguna sangat berpuas hati dengan setiap sesi pengajaran yang diadakan oleh pustakawan dan ianya memberikan ilmu baru kepada pengguna dalam menghasilkan penyelidikan yang bermutu.



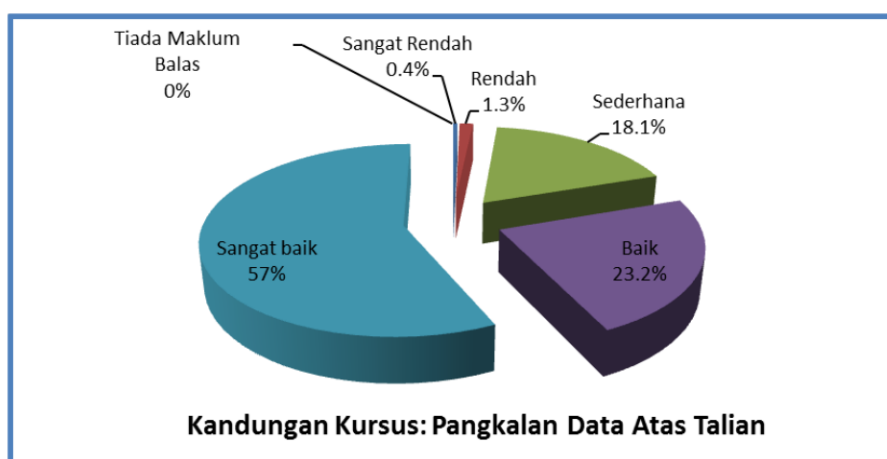
Rajah 6: Penilaian sesi mengikut kerelevanan topik keseluruhan



Rajah 7: Penilaian mengikut kandungan kursus bagi sesi EndNote



Rajah 8: Penilaian mengikut kandungan kursus bagi sesi Pendeta WebPAC



Rajah 9: Penilaian mengikut kandungan kursus bagi sesi pangkalan data atas talian

Peranan Pustakawan Masa Kini

Literasi maklumat telah memberikan impak yang besar kepada peranan pustakawan pada masa kini. Kewujudan literasi maklumat dan teknologi memerlukan pustakawan kini bukan hanya menumpukan kepada perolehan dan pengkatalogan bahan tetapi merangkumi skop yang lebih luas kerana pengguna perlu tahu bagaimana membuat pencarian maklumat dan menguruskan maklumat untuk penyelidikan mereka. Pustakawan berperanan sebagai pengantara di antara maklumat dan pengguna untuk mendapatkan hasil penyelidikan yang berkualiti. Peranan pustakawan menjadi lebih kompleks kerana pustakawan sekarang harus menjadi *subject specialists*, guru dan penterjemah kepada keperluan maklumat bagi pengguna perpustakaan. Pustakawan harus sentiasa bersedia dan terkini dalam menyampaikan maklumat kepada pengguna secara individu ataupun secara maya.

Pustakawan harus berani dalam memberikan nasihat kepada pengguna dan mereka harus mempunyai keyakinan diri untuk memberi maklumat yang terkini dan terbaik dalam menyokong penyelidikan pengguna. Sebagai pengajar, platform e-pembelajaran ini membolehkan pustakawan berkomunikasi dengan pengguna secara atas talian dan lebih mudah untuk menggunakan pengumuman, forum dan kumpulan pada bila-bila masa sahaja di SPECTRUM.

Dengan ini pustakawan juga dapat seiring dengan teknologi untuk menghubungi pengguna terutamanya dengan pengguna Web 2.0.

Dalam menghasilkan mutu pengajaran yang baik dan berkesan, pustakawan perlu sentiasa memperkembangkan ilmu pengetahuan dan menjadi pakar kepada bidang perkara tertentu agar dapat membantu pengguna semasa menjalankan *outreach*. Secara tidak langsung promosi terhadap kepentingan perpustakaan dan dunia pustakawan dapat dipertingkatkan untuk pengguna dan bidang kepustakawanan di masa akan datang.

Pustakawan perlu seiring dengan para akademik dalam membantu mereka menjalankan penyelidikan bermutu dan menghasilkan sumber pengajaran yang berkualiti untuk pelajar bagi melahirkan graduan berkualiti. Pustakawan boleh dilihat sebagai pendidik yang sentiasa ingin menjana hasil yang berkualiti untuk generasi masa kini dan akan datang iaitu dalam mewujudkan masyarakat bermaklumat di Malaysia.

Pustakawan memainkan peranan sebagai pemimpin kerana secara semula jadinya kerja yang dilakukan adalah sebagai pemandu kepada para sarjana, pelajar dan pemimpin yang lain semasa mereka mencari maklumat. Pustakawan yang bergerak ke arah kepimpinan dan pentadbiran memikul tanggungjawab yang berat dalam memenuhi harapan pengurusan Universiti untuk menjadi sebuah universiti ternama di peringkat antarabangsa dalam penyelidikan, inovasi, penerbitan dan pengajaran. Dalam erti kata lain, pustakawan sebagai ketua untuk pencarian maklumat yang berkualiti dan peneraju kepada perkembangan ilmu pengetahuan dan maklumat masa depan.

Terdapat perubahan besar juga untuk pustakawan sebagai pengajar di mana pustakawan kini mempunyai pengalaman dan kemahiran dalam penggunaan teknologi, pencarian maklumat, pengumpulan dan pengurusan maklumat secara bijaksana dan penuh keyakinan untuk menjunjung misi dan visi Universiti dan negara untuk melahirkan graduan dari pelbagai bidang. Ini termasuklah menghasilkan penyelidikan yang bermutu dan berkualiti dalam memenuhi keperluan dan aspirasi masyarakat untuk tahun 2020.

Pustakawan adalah pengajar yang memperkenalkan dan memasarkan sumber maklumat di luar kawasan perpustakaan dalam bentuk cetak dan maklumat lain yang boleh didapati di alam maya atau secara atas talian. Ini menjadikan pustakawan sebagai *network navigator* dan masyarakat disedarkan tentang peranan dan tanggungjawab pustakawan yang lebih besar dan meluas begitu juga dengan kepentingan Perpustakaan dalam menyampaikan maklumat kepada pengguna di mana sahaja mereka berada.

Kesimpulan

Peranan yang dimainkan oleh pustakawan masa kini lebih kompleks dan inovatif dan pustakawan perlu berjalan seiring dengan teknologi bagi membolehkan mereka dikenali sebagai *subject specialists*, pengantara, *network navigator*, *leader of information*, *filters* dalam menapis maklumat, *informer*, *communicator*, fasilitator dan sebagainya. Kepentingan pustakawan dan perpustakaan menjadi lebih besar dan dihargai apabila pengguna mendapat maklumat yang diperlukan untuk menjadikan masyarakat celik maklumat di Malaysia. Pustakawan juga akan berpuashati dengan setiap usaha yang diberikan dalam membantu pengguna dan universiti untuk mendapatkan maklumat dan mencapai visi Universiti.

Dengan platform e-pembelajaran sebagai pengantara, segala maklumat dapat disalurkan dengan lebih cekap dan cepat bagi membolehkan pengguna berdikari mendapatkan maklumat untuk pembelajaran sepanjang hayat. Pendidikan pengguna melalui literasi maklumat di platform e-pembelajaran ini dapat dipertingkatkan lagi menerusi *online tutorial* sebagai panduan penggunaan secara berperingkat yang menjurus kepada beberapa pangkalan data mengikut bidang perkara dapat dihasilkan. Ini memudahkan pengguna membuat pembelajaran sendiri dalam meningkatkan penggunaan pangkalan data yang dilanggan oleh PUM. SPECTRUM merupakan media komunikasi di antara pengguna dan pustakawan. Platform ini dapat menjadi titik tumpuan pensyarah, pelajar pascasiswazah dan penyelidik dalam mendapatkan panduan dan rujukan bagi menghasilkan penyelidikan bermutu untuk mencapai misi dan visi UM serta menuju Wawasan 2020.

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Relocation of the Islamic Studies Library: Our Experiences

Juhaida Abd Rahim

Background

20 October 2008 is a date to be remembered in the history of the Islamic Studies Library. The rainy season in Malaysia at the end of the year has contributed to a landslide which extensively damaged the building structure and its collection.



Figure 1: Effect of the landslides

(<http://siasahdaily.blogspot.com/2008/10/tanah-runtuh-di-akademi-pengajian-islam.html> and http://faisalkini.blogspot.com/2011_10_01_archive.html)

In order to minimize disruption to its services and facilities, the Library management decided to relocate the Islamic Studies Library to the 3rd floor of the Za'ba Memorial Library.

An exercise was undertaken to salvage books from the damaged Library. From 21 October to 20 November 2008, books and furniture were slowly moved over to the new location. Stock taking was conducted from 16 to 31 December 2008. The report on stock taking was submitted to the Deputy Chief Librarian, Mr Mahbob Yusof. Based on the report (Table 1), the highest number of damaged books were under sub-class BP.

Table1: Stock Take Report

Description	Number of Books
Total collection generated from system before 20 th October 2008	22,979
Total damaged books taken from the location	1,154
Total destroyed books (undetected)	2,269



Figure 2: Damaged books

Damaged books were repaired and books that could not be salvaged were replaced with the same title or similar title (Figure 2). The damaged books were replaced phase by phase. The Library has been receiving a lot of books from individuals, especially from Saudi Arabia.

The Library started its operation on the 3rd floor of the Za'ba Memorial Library up until 16 August 2013.

Moving the Library Collection

From 19 to 30 August 2013, the Library started to move its collection from the Za'ba Memorial Library to Block D, Academy of Islamic Studies.



Figure 3: Emptying the shelves

The move was assisted by staff from various departments of the University of Malaya Library. Their help and cooperation are highly appreciated.



Figure 4: The volunteers: We appreciate their effort and assistance



Figure 5: The books before shelving



Figure 6: Shelving in progress and after



Figure 7: Solat hajat led by the Director, Academy of Islamic Studies, Prof. Dato' Dr. Mohd Yakub @ Zulkifli Bin Mohd Yusoff

On 2 September 2013, the Library began operating from its new premises. The Library now offers longer opening hours:

Monday - Thursday	8.30 a.m. – 5.30 p.m
Friday	8.30 a.m. – 12.15 p.m 2.45 p.m. – 5.30 p.m
Saturday - Sunday	9.00 a.m. – 4.00 p.m
Public Holidays	Closed

Library's New Look

The newly renovated Islamic Studies Library offers a more comfortable setting and convenient facilities for its users.



Figure 8: Entrance



Figure 9: Pigeon holes



Figure 10: Service counter



Figure 11: Lounge



Figure 12: Carrels



Figure 13: Spacious discussion room and WIFI service

Conclusion

The Islamic Studies Library is now looking forward to giving the best services and facilities for users.

Master in Library Science at the International Islamic University of Malaysia, Gombak

Haniza Adnan

Abstract

The author had taken the challenge and opportunity to further her studies under the Study Leave Training Award offered by the Ministry of Education (formerly Ministry of Higher Education) at IIUM. Knowledge and experience working over the years in the UM Library has been used to further her studies in the MLIS program. This article provides information about the MLIS programme in IIUM, the author's experiences and activities inside and outside the classroom throughout her two years of study. Haniza Adnan, who graduated from the International Islamic University of Malaysia (IIUM) is currently working as a librarian at the University of Malaya Library. In September 2011, she enrolled in the MLIS program at IIUM under a scholarship from the Ministry of Education. During her studies, she got involved in most of the DLIS' students activities. Her passion in librarianship and related activities became apparent when she was appointed as the General Secretary II in the Library & Information Science Student Assembly (LISSA) 2011/2012.

Kulliyah of Information and Communication Technology

The Kulliyah of Information and Communication Technology (KICT) was established in November 2001. From that moment, KICT has made the necessary moves to realize its vision, which is to produce knowledge workers equipped with ICT skills and knowledge ('Ilm) and the consciousness of God (Taqwa). This Kulliyah consists of the Department of Information Systems, Department of Computer Sciences, and Department of Library and Information Science. All programmes in the Kulliyah are designed for integration of Islamic knowledge and ICT.

Department of Library and Information Science

The Department of Library and Information Science (DLIS) was established in 1992, by first offering the Master degree programme in Library and Information Science (MLIS) to both full time and part time students. The Department was initially affiliated with the Kulliyah of Islamic Revealed Knowledge and Human Science (IRKHS). On 1 November 2002, the Ministry has approved the establishment of the Kulliyah of Information and Communication Technology, in which DLIS is now one of its three initial departments. The mission of the DLIS are to :

- transform the information field through leadership in research, development, and education.
- provide educational experiences that prepare students for leadership roles within the professional community of librarians and information professionals

The postgraduate programmes offered by the DLIS are :

Master of Library and Information Science (by Coursework)

Master of Library and Information Science (by Research)

Master of Library and Information Science (by Coursework & Thesis)

The MLIS programme aims to produce future professionals who can meet the diverse needs of the information market. Currently, DLIS offers postgraduate programmes of Master and Doctoral degrees in Library and Information Science. DLIS also looks forward to offering undergraduate programmes soon.

The MLIS programme offers ten subjects including six core and four electives with 40 credits hours for two years full time study. The author took courses as listed in Table 1:

Table 1: MLIS course

Subject	Course Code	Credit hour
Session:2011/2012 – Semester 1		
Information Sources and Services	LISC 6040	3
Management of Information Institutions	LISC 6070	3
Information analysis and Organization I	LISC 6120	3
Session:2011/2012 – Semester 2		
Islamic Worldview, IT and Society	INFO 6010	3
Information analysis and Organization I	LISC 6121	3
Application of Info. Technology in Library	LISC 6450	3
Research Methods in Library & Info. Science	LISC 6900	3
Session:2012/2013 – Semester 1		
Bibliometrics	LISC 6450	3
Research Proposal	LISC 6994	0
Fieldwork	LISC 6910	4 (Exempted)
Session:2012/2013 – Semester 2		
Dissertation	LISC 6998	12

Student Activities

Seminar and Conference

During her studies, the author attended the 6th World Congress of Muslim Librarians and Information Scientists 2011 (WCOMLIS 2011), hosted by IIUM in collaboration with UiTM and USIM from 16 to 17 November 2011. The theme of the Congress was *Intellectual Transformation: Harnessing and Preserving Islamic Knowledge and Resources towards the Renaissance of Ummah*. Topics include Networking and ICT in Libraries, Islamic Manuscripts and Archives, Digital Preservation and Islamic Information Resources. A total of 44 papers were presented from both local and international speakers.

The author also served as a secretariat for the National Conference on Mosque Library 2012. The conference was held from 27 to 28 March 2012 and was co-hosted by the DLIS, IIUM, Jabatan Kemajuan Islam Malaysia (JAKIM) and the National Library of Malaysia. The Conference was officiated by the Hon. Dato' Seri Jamil Khir Baharom, Minister at the Prime Minister's Department. The conference theme was *Perpustakaan Masjid Pemangkin Ketamadunan Ummah*.



Secretariat of National Conference on Mosque Library 2012.

A Day with Kemensah Rural Library

A Day with Kemensah Rural Library was a community program carried by DLIS in collaboration with the National Library of Malaysia. It was held on 19 September 2011 at the Kemensah Rural Library. The main objective of this program was to promote the library to inculcate reading habit among local community and to strengthen relationship between the library staff and the Kemensah village community. For DLIS, it was organized to expose students with activities related to library promotion for the community. Among the activities were :

- Puppet show and story telling sessions for children
- Poetry recital and info hunt competition for teenagers
- Cake decoration and flower arrangement competition for adults



Activities with Kemensah rural library community

20th DLIS Alumni Homecoming Dinner 2013

The author was also appointed as the Program Director for the 20th DLIS Alumni Homecoming Dinner 2013 which was held on 16 February 2013 at Flamingo Hotel, Ampang. The purpose of the Alumni Homecoming Dinner was to celebrate the 20th Anniversary of the DLIS besides gathering all former and current students of DLIS with the aim of developing permanent networking among DLIS alumni. Over 40 people including staff, alumni, and current students attended the event.



DLIS staff, alumni and students.

Singapore Education Tour Visit

The author joined the Singapore Education Tour Visit from 24 to 26 March 2013. The group visited Sultanah Zanariah Library, UTM in Johor Baharu and the National Library of Singapore. The purpose of the visit was to learn more about library management and organization. It also provided exposure related to current technology used in these libraries.



The National Library of Singapore

Conclusion

Studying in IIUM was an enjoyable experience because it was not limited to classroom learning, assignments and examinations. The author had the opportunity to be involved in various external activities related to librarianship which further improve the author's communication skills, critical thinking and creativity in problem solving. Therefore, it is the author's opinion that UM librarians should take the opportunity given by the University of Malaya and the Ministry of Education to gain current knowledge and information in the field of librarianship.

Master in Library Science at the International Islamic University of Malaysia, Gombak

Siti Juryiah Mohd Khalid

Abstract

The author had the opportunity to further her studies under a scholarship from the Ministry of Education (formerly known as Ministry of Higher Education) at the IIUM. Here, she provides insights about the programme and her experiences during her time at IIUM. Siti Juryiah Mohd Khalid has worked with the University of Malaya as a librarian since December 2001. She now holds a Master of Library and Information Science degree from the International Islamic University Malaysia (IIUM) and a Bachelor of Science in Information Studies (Hons) majoring in Library And Information Management from the University of Technology MARA (UiTM). She was actively involved in the Library and Information Science Students Assembly (LISSA) during her study and was appointed as the Head, Bureau of Welfare for 2011/2012.

Introduction

The International Islamic University Malaysia (IIUM) was founded in 1983. It has since become a prominent university not only in Malaysia but also internationally. Over the last 30 years, the University has been host to students from more than 92 countries. The University's uniqueness lies in its philosophy and curricula, which combine rigorous academic programs with Islamic social and moral values. The majority of the undergraduate and postgraduate programmes are in the fields of Management, Engineering, Law, Science, Medicine, Dentistry, Education and Architecture. The University's modern campus was officially opened in April 2001 situated at Gombak and about 10 kilometers from Kuala Lumpur. Besides the main campus in Gombak, IIUM has several campuses, facilities and institutions spread across several states of Malaysia, each with their own specialisations and purposes. The branches are in Kuantan where the Medical-Science, Pharmacy, Allied Health Sciences, Nursing and Dentistry faculties are located, and the Centre for Foundation Studies (CFS) Petaling Jaya, Selangor and the Islamic Civilization and Islamic Science (ISTAC) in Kuala Lumpur.

Ph.D and Masters Programme Offered in Kulliyah of Information and Communication Technology (KICT)

The Kulliyah of Information and Communication Technology (KICT) was established in November 2001. KICT has made necessary moves to realize its vision, which is to produce knowledge workers equipped with ICT skills and knowledge ('Ilm) and the consciousness of God (Taqwa). This Kulliyah is the combination of the Department of Information Systems, Department of Computer Sciences and Department of Library and Information Science (DLIS). All programmes in the Kulliyah are designed for integration of Islamic knowledge and ICT.

Programmes and Courses Offered

Undergraduate Programmes:

Bachelor of Computer Science (BCS)

Bachelor of Information Technology (BIT)

Postgraduate Programmes:

Master of Information Technology (by Coursework)

Master of Information Technology (by Research)

Master of Library and Information Science (by Coursework)

Master of Library and Information Science (by Research)

Master of Library and Information Science (by Coursework & Thesis)
Master of Science in Computer Science (by Research)
Doctor of Philosophy in Computer Science
Doctor of Philosophy in Information Technology
Doctor of Philosophy in Library and Information Science

Currently, DLLS offers postgraduate programmes of study leading to Master and Doctoral degrees of Library and Information Science. They are looking forward to offer undergraduate programmes soon.

Master of Library and Information Science (by Coursework & Thesis)

Introduction

The MLIS programme began in 1992 aiming at producing future professionals who can meet the diverse needs of the information market. It can also be pursued on a part-time basis by taking courses in the evenings and over the weekends. Working librarians, information managers, teachers, government officers, and others, who wish to enhance their competencies in any particular area may enroll in courses based on their interests.

Objectives of the Programmes

- To provide multidisciplinary understanding of contemporary library and information science for students regardless of their first degree.
- To transform the information field through leadership in research, development, and education
- To provide educational experiences that prepare students for leadership roles within the professional community of librarians and information professionals.

Programme Description

Students in the programme may focus on specific areas of interest:

- * Knowledge Management
- * Legal Informatics
- * Information Retrieval
- * Business Informatics
- * Medical Informatics
- * Web-based Information and Metadata
- * ICT Application in Information Services
- * School Resource Centre
- * Management of Information Institutions

List of Courses

Some of the courses offered in the programme are:

- * Information Sources and Services
- * Information Resources Development
- * Management of Information Institutions
- * Management of Information Resources Centres
- * Cataloguing and Classification of Knowledge 1
- * Cataloguing and Classification of Knowledge 2
- * Application of Information Technology in Libraries

- * Research Methods in Library and Information Science
- * Indexing and Abstracting
- * Records and Archives Management
- * Measurement and Evaluation
- * Information Retrieval
- * Web-based Information Design and Development
- * Planning of Library and Information Systems and Services
- * Library Services for Children and Young Adults
- * Information Processing and Database Development
- * Management of Automated Systems
- * Telecommunication and Networking
- * Artificial Intelligence and Information Systems
- * Digital Library
- * Knowledge Management
- * Public Information and e-Government

Structure and Curriculum

In this course, assessments during the four semesters include course work, oral presentations and writing a dissertation.

The author took the courses as listed in Table 1.

Table 1: Courses taken by Author

Subject	Course Code	Credit hour
Session:2011/2012 – Semester 1		
Bibliometrics	LISC 6081	3
Research Proposal	LISC 6994	0
Session:2011/2012 – Semester 2		
Cataloguing and Classification of Knowledge 1	LISC 6120	3
Information Sources and Services	LISC 6040	3
Islamic World View, IT and Society	INFO 6010	3
Conservation and Preservation of Information Resource	LISC 6199	3
Session:2012/2013 – Semester 1		
Management of Information Institutions	LISC 6070	3
Cataloguing and Classification of Knowledge 2	LISC 6121	3
Research Methods in Library and Information Science	LISC 6900	3
Application of Information Technology in Library	LISC 6450	3
Fieldwork	LISC 6910	4(<i>Exempted</i>)
Session:2012/2013 – Semester 2		
Dissertation	LISC 6998	12

Extracurricular Activities

The author thoroughly enjoyed her two years at IIUM. More specifically, the author enjoyed getting to know interesting professors and fellow students, joining the Library and Information Science Students Assembly (LISSA) activities as one of the committee member and exploring all

that the campus facilities have to offer. As one of the committee member, the author actively participated in the student body's programmes.

20th DLIS Alumni Homecoming Dinner 2013

The author was one of the committee member for this grand event which was meant to gather all former and current students of DLIS so as to develop a permanent network that keeps alumni in touch with each other.



DLIS Alumni Homecoming Dinner 2013's Committee Members

Singapore Educational Trip

During her study, the author acted as the Project Manager to organize an educational trip to Singapore under DLIS and LISSA from 24 to 26 March 2013. The objectives of the trip were to visit the National Library of Singapore and gain as much experience, knowledge and ideas in the management of digital libraries in Singapore. The trip allowed participants to compare technological advances in the development of digital libraries and standards which can be practiced in Malaysia and as a platform to exchange views on technological advances, especially in information management in the era of globalization. Before going to Singapore, participants also visited the Sultanah Zanariah Library of Universiti Teknologi Malaysia (UTM) at Skudai, Johor.



Sultanah Zanariah Library, UTM



National Library of Singapore

Seminars and Conferences

The author also attended seminars and symposia organized by the Kulliyah and University during her study. The most memorable symposium the author attended was a symposium organized by the Kulliyah of Architecture and Environmental Design (KAED) in collaboration with the Islamic

Manuscript Association, Cambridge (TIMA) titled Conservation and Preservation of Islamic Manuscript on 2 March 2012. The symposium was conducted by experts in the area of Islamic manuscript preservation and conservation. The author also served as one of the secretariat of the National Conference on Mosque Library 2012 which was held from 27 to 28 March 2012 and was co-hosted by the DLIS, IIUM, Jabatan Kemajuan Islam Malaysia (JAKIM) and National Library of Malaysia.

Conclusion

The author is extremely grateful to the University of Malaya for its generosity as an employer in supporting the study leave programme. The opportunity to indulge in such a study is indeed a privilege. The fact that the institution encourages and supports its staff is to be commended and the author is very appreciative and grateful for this opportunity. Overall, it is an exciting and busy time for the author, but she managed to balance her social and academic commitments.

5th Qualitative and Quantitative Methods In Libraries International
Conference (QQML 2013)
4-7 June 2013, Rome

Mohd Faizal Hamzah

The 5th Qualitative and Quantitative Methods in Libraries International Conference (QQML 2013) was held at the Faculty of Economics of the University of Rome “La Sapienza”, Italy from 4 to 7 June 2013. QQML 2013 was organized under the umbrella of ISAST (International Society for the Advancement of Science and Technology). The Conference brings different disciplines of library and information science and since it is a multi-disciplinary conference, sessions also cover the library and information science topics in conjunction with other disciplines. Papers were solicited in areas such as:

1. Bibliographic Control
2. Bibliometric Research
3. Change of Libraries and Managerial Techniques
4. Changes in Learning, Research and Information Needs and Behaviour of Users
5. Climate Change Data
6. Communication Strategies
7. Data Analysis and Data Mining
8. Development and Assessment of Digital Repositories
9. Development of Information and Knowledge Services on the Public Library
10. Digital Libraries
11. Economic Co-operation and Development
12. Energy Data and Information
13. Environmental Assessment
14. Financial Strength and Sustainability
15. Health Information Services
16. Historical and Comparative Case Studies Related to Librarianship
17. Information and Data on Various Aspects of Food and Agriculture
18. Information and Knowledge Services
19. Information Literacy: Information Sharing, Democracy and Lifelong Learning
20. Library Cooperation: Problems and Challenges at the Beginning of the 21st Century
21. Library Change and Technology
22. Management
23. Marketing
24. Museums, Libraries and Cultural Organizations
25. Music Librarianship
26. Performance Measurement and Competitiveness
27. Publications
28. Quality Evaluation and Promotion of Information
29. Technology and Innovations in Libraries and their Impact on Learning, Research and Users
30. Technology Transfer and Innovation in Library Management

3rd Elsevier eBooks Forum 2013 : The 4'I's of eBooks :
Innovation, Integration, Insights and Investment
18-19 September 2013, Bangkok

Nor Edzan Che Nasir

Elsevier Science & Technology held its 3rd Elsevier eBooks Forum in Bangkok. Titled the 4'I's of eBooks : Innovation, Integration, Insights and Investment, it brought together a selected group of librarians from the Asia-Pacific region to share insights, discuss current ebook trends, exchange ideas and experiences as well as build networks for future collaborations.

The Forum started off with an opening address from Ms Jo-an Chia, Elsevier's Regional Sales Director for South-east Asia. There were five presentations from Elsevier and six presentations from various libraries throughout Asia-Pacific. The welcome dinner took the form of a cruise along the Chao Phraya. Participants were able to share their thoughts via a round table discussion. On the last day, participants toured the Siriraj Medical Library and the Siriraj Bikhmuksthan Museum. Both the Library and the Museum are part of Mahidol University.



Participants and presenters



With the Chief Librarian of Mahidol University

Seminar Kepustakawanan 2013 : Transformasi Perpustakaan Ke Arah Pembudayaan Ilmu
26-27 September 2013, Kota Samarahan

Nor Edzan Che Nasir

Untuk kali ketiganya, Pusat Khidmat Maklumat Akademik, UNIMAS telah menganjurkan Seminar Kepustakawanan bertempat di kampus UNIMAS di Kota Samarahan, Sarawak. Bertemakan Transformasi Perpustakaan Ke Arah Pembudayaan Ilmu, seminar ini telah di rasmikan oleh Naib Canselor UNIMAS, YBhg Prof Dato Dr Mohamad Kadim Suaidi. Beliau juga telah menyampaikan ucap tama bertajuk *Memasyarakatkan institusi perpustakaan*. Objektif penganjuran seminar ini ialah untuk:

- Membincang dan memikirkan peranan pustakawan dan pengurus maklumat ke arah anjakan paradigma melalui percambahan idea dan ilmu baru,
- Menggalakkan perkongsian maklumat yang pintar dan lestari di kalangan institusi berkaitan dalam memperkasa perpustakaan/pusat maklumat, dan
- Menjadi wadah bagi pustakawan dan pengurus maklumat dalam merealisasikan pembudayaan pembelajaran sepanjang hayat dan khidmat serta sumbangan perpustakaan kepada masyarakat/komuniti

Seminar selama dua hari ini dibahagi kepada empat sesi iaitu:

Sesi 1 : Transformasi perpustakaan : isu dan cabaran – 4 pembentangan

Sesi 2 : Memasyarakatkan ilmu : strategi perkhidmatan – 3 pembentangan

Sesi 3 : Pembudayaan ilmu ke arah kreativiti dan inovasi – 4 pembentangan

Sesi 4 : Lawatan sekitar Kuching

Universiti Malaya telah diwakili oleh Ketua Pustakawan, Dr Nor Edzan Che Nasir, yang telah membentangkan kertas kerja bertajuk *Rangkaian dan konsortium di kalangan perpustakaan IPTA di Malaysia*. Beliau juga telah dijemput untuk mempengerusikan Sesi 3 pada hari kedua seminar dijalankan.



Ucap tama oleh Naib Canselor UNIMAS



Penyampaian cenderahati

3rd PERPUN International Conference 2013
28-29 October 2013, Pulau Pinang

Nor Edzan Che Nasir

For 2013, the USM Library hosted the 3rd PERPUN International Conference which was held from 28 to 29 October 2013. The theme of the conference is Strategic Library Services : Evolving Library in New Directions and the conference addressed the theme via two keynote addresses and five sessions namely:

Keynote 1 : The new demand on libraries by Prof Dr Adnan Hussien

Keynote 2 : Connecting library with stakeholder demands by Prof Datuk Amir Hussin Baharudin

Session 1 : Defining new services with 3 presentations

Session 2 : Sharing the glory of being the top 10 university in Asia University Ranking 2013
- 1 presentation

Session 3 : Practices and guidelines to best practices : curriculum design and recognition
-3 presentations

Session 4 : Research support services: roles of library professional - 1 presentation

Session 5 : Future library services with 3 presentations

Four information providers were given the platform to address issues and challenges faced by libraries as their clients.

Since the conference is aimed at helping the participants gain an insight on strategic library services, the central theme of most presenters is the need for libraries and librarians to evolve with evolving user needs. Librarians must be aware of the ever changing landscape of information and come to terms with the Internet as an entity that will be a permanent fixture in our information landscape. The University of Malaya was represented by Dr Nor Edzan Che Nasir who presented a paper titled *Promoting of services : core competencies* and Dr Asiah Abu Bakar who presented a paper titled *Research support services : role of library professionals*. Dr Nor Edzan Che Nasir was also given the honour to chair one of the sessions.



Session chaired by our Chief Librarian

Access Dunia Online Conference : Malaysia Chapter
30 October 2013, Pulau Pinang

Nor Edzan Che Nasir

With the theme Libraries & Publishing – Evolving in New Directions, Access Dunia held its annual online conference in Penang. The conference was well attended by librarians throughout Malaysia with a fair share of librarians from Penang. Access Dunia brought in eight presenters who centered their presentations on new media as well as practices in libraries. These are:

- Libraries and the communication of scholarship: Changing times, changing roles by David Ruddy, Cornell University, USA
- Introduction of World Bank Publishing Program and eLibrary 2.0 by Kelvin Poh, World Bank Publishing
- The lost art of finding your way: Navigating in a new world for libraries and librarians by Paul Gandel, University of Syracuse, USA
- Raising the impact of e-resources: Discovery by Graham Grant, Oxford University Press
- Altmetrics by Bruce Adelman, Information Express and ThinkLoud
- As academic libraries and students embrace digital resources, did any one make sure that academic staff were joining in the group hug? by Helen Livingston, UniSA, Australia
- SPOCs and MOOCs: Where is the Library? by Peter Sidorko, Hong Kong University
- Strategic marketing thinking for librarians and why your future depends on it! By Walter Kny, World e-Book Library

Access Dunia also presented high usage awards to libraries which has the highest usage of various databases. The University of Malaya Library won three awards for highest usage of Nature, ACS and CAS.



One of three awards which we won



Databases represented by Access Dunia

2013 iGroup Librarian Conference : Libraries & Publishing : Evolving in New Directions
6 -7 November 2013, Guilin

Nor Edzan Che Nasir

For 2013, the iGroup chose Guilin as the venue for their 2013 iGroup Librarian Conference. With the theme Libraries & Publishing : Evolving in New Directions, the conference brought in participants from China as well as surrounding Asian countries. Malaysia was well represented by 13 librarians from the various Malaysian libraries. The objective of the conference is to share advance knowledge and trends in the library and publishing industry. The two-day conference was held on 6 and 7 November 2013 at Guilin Plaza and started off with welcoming speeches from Mr. Lee (President of iGroup) and Mr. David Zhou (General Manager of iGroup China). The following papers were presented:

- The lost art of finding your way – navigating in a new world for libraries and librarians by Paul Gandel, Syracuse University
- Open access publishing: Library's role and performance by Chu, Jingli, National Science Library, Chinese Academy of Sciences
- Current trends in STM publications: A quantitative perspective by Ma, Leo, New Asia College Ch'ien Mu Library, Chinese University of Hong Kong
- Altmetrics by Bruce Antelman, Information Express and Think Loud
- Libraries and communication of scholarship: Changing times, changing roles by David Ruddy, Cornell University Library
- Strategic marketing thinking for librarians and why your future depends on it! by Walter Kyn, World eLibrary
- MOOCs, SPOCs and CRISs : New digital library challenges by Peter Sidorko, Hong Kong University Library
- Innovate! Creative ideas to help generate and raise interest in library services by Rachel Berrington, IEEE
- What do academic staff think of ebooks? by Helen Livingston, Bob Hawke Prime Ministerial Library, University of South Australia
- Two databases by Lee Chu Keong, Nanyang Technological University
- iThenticate: improving academic and research integrity by John Barrie, iParadigms
- Building and integration of resources by Tsinghua University Library by Shao, Min, Tsinghua University Library



Malaysian participants

Hal Ehwal Staf *Staff Matters*

Bersara

- i. Azizi Alias - Pembantu Perpustakaan S22 (KUP) (10 Julai 2013)
- ii. Tengku Mohd Nor Seman - Pembantu Perpustakaan S22 (KUP) Akademi Pengajian Islam (1 Ogos 2013)
- iii. Halil Johari - Pembantu Perpustakaan S22 (KUP) (13 Oktober 2013)
- iv. Menan Aman - Pembantu Perpustakaan S22 (1 November 2013)

Tamat Kontrak

- i. Rabihtul Adauwiyah Abu Hanipah - Pegawai Projek S41 (Kontrak) telah tamat perkhidmatan pada 1 Julai 2013

Staf baru

- i. Yusoff Nor Aliff Lockman - Pembantu Perpustakaan S17 (3 Julai 2013)
- ii. Ammirul Pitri Ariffin - Pembantu Perpustakaan S17 (8 Julai 2013)
- iii. Mastura Ahmad - Pembantu Perpustakaan S17 (Akademi Pengajian Islam) (10 Julai 2013)
- iv. Janarththanam a/l Ramalingam - Pembantu Perpustakaan S17 (2 September 2013)

Cuti Tanpa Gaji/Separuh Gaji/Hadiah Latihan Cuti Belajar

- i. Adlina Norliz Razali - Pustakawan S41 bercuti tanpa gaji (1 Ogos 2013 hingga 13 Disember 2013)
- ii. Mohamad Rizal Mosbah - Pustakawan S41, Hadiah Latihan Cuti Belajar (24 Ogos 2013 hingga 28 Ogos 2015)
- iii. Zahril Shahida Ahmad - Pustakawan S41, Hadiah Latihan Cuti Belajar (24 Ogos 2013 hingga 28 Ogos 2015)
- iv. Norfaizah Jaafar - Pembantu Tadbir N17 bercuti tanpa gaji (1 September 2013 hingga 28 Februari 2014)
- v. Sumathi Kaleeswaran - Pembantu Perpustakaan S22 bercuti separuh gaji (1 Disember 2013 hingga 28 Februari 2014)

Kenaikan Pangkat

- i. Janaki Sinnasamy - dilantik sebagai Timbalan Ketua Pustakawan Kanan S52 (23 September 2013)

Kembali bertugas

- i. Siti Juryiah Mohd Khalid - Pustakawan S41 kembali daripada HLCB (UIAM) dan melaporkan diri pada 5 September 2013 ; ditempatkan di Perpustakaan Pengajian Asia Timur

- ii. Haniza Adnan - Pustakawan S41 kembali daripada HLCB (UIAM) dan melaporkan diri pada 5 September 2013 ; ditempatkan di Bahagian Pengkatalogan dan Metadata

Visitors *Pelawat*

1. Lawatan pelajar dari Loughborough University, 9 Julai 2013
2. Faculty member of Information and Communication Management Program, Faculty of Humanities and Social Sciences, Khon Kaen University, Khon Kaen City, Thailand, 8 July 2013
3. Kolej Universiti Islam Melaka, 4 September 2013
4. University of Tikrit dan University of Technology Baghdad, Iraq, 9 September 2013
5. Universitas Syiah Kuala, Indonesia, 23 Oktober 2013
6. Brunei Library Association, 8 November 2013

Kursus Dalam *Internal Courses*

1. Ikebana, 3 Julai 2013
2. Pengindeksan, 5 Julai 2013
3. Langganan Jurnal Elektronik, 8 Julai 2013
4. Asas Rangkaian dan Konfigurasi Wireless, 9 Julai 2013
5. Tazkirah Ramadhan oleh Imam Muda Asyraf, 17 Julai 2013
6. Electronic Document Management Systems (EDMS), 18 Julai 2013
7. Polisi/Keahlian Pinjaman Antara Perpustakaan, 23 Julai 2013
8. Taklimat Pencegahan Kebakaran oleh Pertubuhan Pencegahan Kebakaran, 24 Julai 2013
9. Kemahiran Penyeliaan, 21 - 22 Ogos 2013
10. Understanding the Principles of Innovation and Making Them Work for You (dengan kerjasama IPPP), 1 Oktober 2013
11. ISI Workshop, 4 Oktober 2013 ; 7 Oktober 2013 ; 10 Oktober 2013 ; 11 Oktober 2013 ; 22 Oktober 2013 ; 24 Oktober 2013 ; 28 Oktober 2013 ; 31 Oktober 2013
12. RDA Toolkit, 1 November 2013
13. SAGE Research Methods Online, 15 November 2013
14. ProQuest Dissertations & Theses, ProQuest Education & Ebrary, 22 November 2013
15. Taklimat Sistem Pengurusan Kualiti (SPK), 29 November 2013
16. Bengkel Pengurusan Perpustakaan, 3-4 Disember 2013

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Lessard, B., & Baldwin, S. (2000). *Netslaves: True tales of working the web*. New York: McGraw-Hill.

Miller, W., & Pellen, R.M. (Eds.). (2009). *Googlization of libraries*. London: Routledge.

Noraida Hassan. (2009, Jun 15-16). *Practicing evidence base in Malaysian libraries : A CSI challenge?* Paper presented at the International Conference on Libraries, Pulau Pinang.

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The Editor-in-Chief,
Kekal Abadi
University of Malaya Library,
50603 Kuala Lumpur, Malaysia.

Tel: (03) 7967 3206

Fax: (03) 7957 3661

E-mail: ketua_pustakawan@um.edu.my or
sutarmi@um.edu.my